

Consumer Information and Procedures

-- Resolving your Utility Problems

STEP 1: Contact The Utility Company

- If the utility representative cannot resolve your problem, speak with the supervisor.
- If the problem is still not resolved, proceed with STEP 2.

STEP 2: Contact the Illinois Commerce Commission (ICC)

- Informal Complaints:

Contact the Commission's Consumer Services Division.

The Consumer Counselor from the Division will:

- Provide information about Commission rules/state laws which handle the problem you described.

And, if necessary:

- Contact the utility for information and documentation regarding your account.
- Attempt to resolve your problem through discussion with the utility.

- Formal Complaints:

If a resolution is not reached through the informal process, you may file for a formal hearing with the ICC.

- Blank forms are available from the Commission's Chief Clerk's Office.
- After you submit the fully completed form to the Chief Clerk's Office, a hearing is scheduled.
- The hearing, similar to a court hearing, takes place before the Commission's impartial hearing examiner.
- You may use a lawyer's services, though it is not required.
- The utility company is, in most cases, represented by a lawyer.
- The Commission will:
 - Consider the testimony presented.
 - Review the evidence.
 - Make a decision.

During both the informal and formal complaint processes, the utility will not discontinue service if you:

Pay the undisputed portion of the bill

OR

Pay for what you used during the same billing period the previous year. You must continue to pay all current bills that are issued.